

State of Utah**Product Description****Product Number: 4301.04.15****DHS SAFE**

Effective Date: July 01, 2015
Revision Date: April 13, 2014
Product Owner: Navina Forsythe
Product Manager: Wade Owen
Phone: 801-538-4370
E-mail: wadeowen@utah.gov

The Department of Human Services (DHS), Division of Child and Family Services (DCFS) and the Division of Aging and Adult Services (DAAS) use the SAFE applications to support casework activities and federal and state reporting requirements for services provided to abused and neglected children and adults in the State of Utah. These production applications provide primary business operation for approximately 1,500 state and non-state users.

SAFE is also the system of record for the Utah Foster Care Foundation for recording information on foster parent recruitment and initial and ongoing training for foster parents.

SAFE supports other users and agencies that must access SAFE data per statute or agency determination as well. These include the Attorneys General, Guardians ad Litem, Judges, Court Clerks, Office of Recovery Services, Office of Service Review, and the Department of Health – Bureau of Child Care. Additionally SAFE supports persons who must access or provide data per contract including the Department of Health Fostering Healthy Children program, Domestic Violence contract providers, and Contracted case management providers. It is anticipated that the number of contracted providers that utilize SAFE will expand in the future.

The legacy SAFE System is written in PowerBuilder. SAFE is currently undergoing a modernization effort using ASP.Net and C# to create web applications and a middle tier. Some portions of the new modernized SAFE are already in production and more will be built during the next several years. SAFE runs against a Microsoft SQL Server Database hosted by the State Database Hosting group.

SAFE interfaces with various state systems, including CAPS, CARE and eRep.

The hours of support required for SAFE are listed below.

State of Utah
Product Description

Application	Support Hours	Days of Week
SAFE	7x24x365, except for scheduled downtime.	Sunday – Saturday.
Adhoc Reporting Database	7 am – 6 pm Maintenance window usually 3 am – 1 pm	Monday – Friday Saturday
SAFE Training Environment	7 am – 6 pm	Monday – Friday

Special Product Features and Descriptions

Feature	Description
Database	Uses MS SQL Server (core model) managed by the central database hosting group.
Citrix (VDI)	Citrix is used by a number of DCFS and other agency employees. DAAS uses Citrix exclusively for SAFE access; therefore Citrix is a required part of the production environment for DAAS SAFE users and falls under the same hours of support requirements as the SAFE Application itself.
SAFE Zen Deployments	The legacy PowerBuilder SAFE Application is deployed to user desktops throughout the state via the Novell Zen Product. Agency Services and Support Staff work together to ensure that the Zen requirements mesh with the SAFE deployment and release schedules. Application deployment needs to be accurate, timely and responsive. SAFE currently has a four-week development cycle and release may need to be deployed as frequently as every four weeks. There is also a possibility for emergency releases.
Business Resumption	<p>Per federal requirements, SAFE currently maintains a warm site business resumption database server in Richfield to ensure data redundancy and failover capability in the event of a database server failure. As SAFE moves forward in the SAFE Modernization Project, additional application redundancy will be established in Richfield for application-related issues such as web and application servers that serve up SAFE and could operate if the Salt Lake Data Center were unavailable.</p> <p>SAFE expects DTS to provide core infrastructure in Richfield</p>

State of Utah

Product Description

	<p>that will make true business resumption capabilities available in the case of an outage of the Salt Lake Data Center. This would include such things as:</p> <ul style="list-style-type: none"> • Guaranteed minimum bandwidth • DNS Server Redundancy • SAFE Application and Web Servers • ACE Load Balancing Capability • Redundant SFTP Server • File Servers for audio and document file storage • State Firewall Replication • Team Foundation Server (TFS) Redundancy • Active Directory • Utah Master Directory (UMD) <p>In other words, the Richfield Data Center and associated data communications need to provide the level of service that can provide adequate capabilities to support the application infrastructure for SAFE that will be set up in Richfield.</p>
--	--

Features Not Included

Feature	Explanation
On Call Developer Support	DHS has not requested that developers be on call for support outside normal business hours.

Rates and Billing

Feature	Description	Base Rate
DTS Services	Application development, hosting and storage including off site backup of data, shared SQL Server	Published DTS Rates

Ordering and Provisioning

Managed by DCFS according to its documented processes.

DTS Responsibilities

Provide needed infrastructure

Protect the divisions' data. Not allow unauthorized access.

State of Utah

Product Description

Provide Warm Site Environment in Richfield

Maintain Application and Web Servers per published uptime requirements

Software patches and upgrades

- Keep servers patched. Urgent security patches need to be tested and installed in a timely manner. Consult with SAFE on functionality upgrades.

Help Desk responsibilities

- Coordinate with the SAFE team to resolve user issues.

Database & Application Services responsibilities:

- Schedule maintenance during scheduled downtime unless circumstances warrant performing maintenance at another time.

Data Communications responsibilities:

- Schedule maintenance during scheduled downtime unless circumstances warrant performing maintenance at another time.

Communicate in writing (e-mail) with DCFS regarding issues involving change management.

SAFE Development and Database Teams :

- Make changes to the system as needed to fit business needs.
- Explore the best technical options for business needs.

Agency Responsibilities

1. Communicate business needs and provide written specifications
2. Set priorities for project
3. Help provide resources
4. Coordinate with DTS Helpdesk
5. Coordinate timing for patches and upgrades.

DTS Service Levels and Metrics

In an effort to improve service to our customer agencies, DTS will measure and report on the following enterprise metric goals:

- Application Availability
- Resolution Time
- Initial Response
- First Contact Resolution

State of Utah

Product Description

- Customer Satisfaction Surveys
- Meeting Sprint Deadlines
- Number of bugs
- Average time to complete tasks

Application Availability:

Application availability measures DTS' efforts to ensure agency key business applications meet the percent of availability goals identified in the agency Service Level Agreements (SLA). DTS will determine application availability based upon the collective measurement of the configuration items (both hardware and software) which are determinant to supporting the agency business services applications. These metrics will be reported each month by agency with a cumulative report showing DTS' efforts over several months and posted to the DTS Metrics web page.

Metric Description	Target
SAFE	Available except for scheduled down time 98% of time.

Resolution Time:

Resolution time measure DTS' efforts to resolve customer incidents within the timelines set below based upon urgent, high, medium and low priorities. These metrics will be reported each month, by agency, with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Metrics web page.

Total Time to Resolution	Target: Percent of Tickets Meeting Priority Timelines
Low priority - 6 Business hours	90%
Medium priority - 4 Business hours	90%
High priority – 3 Clock hours	90%
Critical priority - 3 Clock hours	90%

Initial Response:

Initial response measure DTS' efforts to respond to customer incidents within the timelines set below based upon urgent, high, medium and low priorities. These metrics will be reported each month by agency with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Metrics web page.

Time to Initial Response	Target: Percent of Tickets Meeting Priority Timelines
Low priority – 1 Business hour	85%

State of Utah
Product Description

Medium priority – 1 Business hour	85%
High priority – 1 Clock hour	90%
Critical priority – 30 Clock minutes	95%

First Contact Resolution:

First contact resolution measures DTS' efforts to resolve customer incidents on initial contact with either our help desk or a technical specialist. These metrics will be reported each month, by agency, with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Metrics web page.

Metric Description	Target
First Contact Resolution	65% of all incidents reported resolved on initial contact

Customer Satisfaction Surveys and Reporting:

All users/customers whose technical incidents are resolved by DTS staff will be given the opportunity to respond to an on-line survey regarding their level of satisfaction with the support received from DTS. Responding to the survey is voluntary.

The chart below identifies DTS enterprise goals for customer satisfaction. Cumulative monthly reports will be created displaying the customer's level of satisfaction with DTS support. These reports will then be posted on the DTS Metrics web page.

Customer Satisfaction Target

Metric Description	Target
Average level of satisfaction with resolution efforts	≥ 4.5 on a scale of 0 - 5
Percentage of respondents expressing satisfaction (vs. dissatisfaction)	93% of respondents satisfied